**Registrar/Enquiries**

Our share register is managed and administered by Equiniti ([EQ](https://www.shareview.co.uk/4/Info/Portfolio/Default/en/Home/Pages/Home.aspx)).

**Online**: www.shareview.co.uk

The easiest and simplest way to manage your shareholding is online via EQ’s Shareview Portfolio service. By registering for a Shareview Portfolio, you can:

•update your details online including your address and dividend payment instructions;

•buy and sell shares easily;

•receive certain shareholder communications electronically;

•send your general meeting voting instructions in advance of shareholder meetings; and

•access your online statements.

It is free to use, secure and easy to administer.

**See the FAQ’s for details on how to register for a Shareview Portfolio.**

**Contacting EQ**

**Telephone**: +44 (0) 371 384 2030

Please use the country code when calling EQ from outside the UK. Lines are open 8:30am to 5:30pm (UK time), Monday to Friday (except public holidays in England and Wales).

**Post**: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA United Kingdom

For deaf and speech impaired customers, we welcome calls via Relay UK. Please see [www.relayuk.bt.com](http://www.relayuk.bt.com/) for more information.

**When contacting EQ, please quote your Shareholder Reference. This will help them to identify you correctly. You can find this on your share certificate or other shareholder documents that you have been sent.**

**Shareholder Frequently asked questions**

**How do I register for Shareview Portfolio?**

You can register for a Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk).

To register you will need your 11 digit Shareholder Reference issued to you by EQ. This can be found on recent correspondence issued by EQ such as a dividend confirmation or share certificate.

Once you have registered for a Shareview Portfolio and completed the identity checks, you will be able to log on and enjoy the benefits of the Shareview Portfolio.

**How do I change my home address on my share certificate?**

If you change your address, you must inform EQ.

You can update your UK address online via your Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk). Click on ‘Change my address’ in Quick Links and provide your new details.

See ‘How do I register for a Shareview Portfolio’ in these FAQs for more information on registering.

Further information can be found on the ‘Registering an address change’ page under Manage My Shares at [www.shareview.co.uk](http://www.shareview.co.uk).

**What should I do if I get married or change my name?**

To register a name change you will need to write to EQ. Further information on the details and supporting documentation required by them can be found on the ‘Register a Name Change’ page under Manage My Shares at [www.shareview.co.uk](http://www.shareview.co.uk).

**My share certificate has been lost or stolen. What should I do?**

EQ keeps a record of your name, address and the number of shares you own. If your certificates are lost, stolen or destroyed, EQ can arrange for the issue of duplicate certificates. Simply contact EQ as soon as you can, quoting your Shareholder Reference if possible. You may be charged an administration fee for this depending on the value of the share certificate. Once this is done, EQ will send you a duplicate certificate.

**My partner/relative has passed away. What should I do about their shareholding?**

If a shareholder passes away their records will need to be updated. By using the free, online Death Notification Service at [www.deathnotificationservice.co.uk](http://www.deathnotificationservice.co.uk), you can notify a number of organisations at the same time.

Further information, including a guide on what to do when a shareholder passes away and the services that can support you, is available from [www.shareview.co.uk/clients/bereavement](http://www.shareview.co.uk/clients/bereavement).

**I have lost my dividend cheque/found an out of date dividend cheque. What can I do?**

If you have lost a dividend cheque or found an uncashed out of date dividend cheque you should contact EQ as soon as possible. They will arrange for the cheque to be stopped and then send you the outstanding payment(s) direct to your bank account, provided bank details have been supplied.

For further information including any applicable fees, please visit the ‘Request a reissue’ page under Manage My Shares on [www.shareview.co.uk](http://www.shareview.co.uk).

**Can I receive my company communications electronically?**

You can register to receive company communications electronically via your Shareview Portfolio at [www.shareview.co.uk](http://www.shareview.co.uk). Simply click ‘Update my communication preferences’ in the Quick Links section when you log into your Shareview Portfolio.

**How do I transfer my shares?**

You may, at some point, wish to transfer your shares to someone else (for example, your spouse or partner or in an 'off market' sale). As these transactions usually do not involve a stockbroker, you can use a stock transfer form which can be obtained from EQ. Please complete and return to EQ along with your share certificate via registered post.

Where stamp duty is payable, the completed transfer form must be sent to a UK Inland Revenue Stamp Office and the duty paid before it can be forwarded to the EQ.

Where stamp duty is not payable, you will need to complete the form fully, remembering to complete the stamp duty declaration on the reverse. The transfer form and share certificate (totalling at least the number of shares on the transfer) should be forwarded to EQ. Do not worry if the share certificates represent more shares than the transfer. If this is the case, EQ will send you a share certificate representing the balance.

For further information including any applicable fees, please visit the ‘Transfer certificated shares’ page under Manage My Shares on [www.shareview.co.uk](http://www.shareview.co.uk).

**How can I check my register details?**

You can see your share balance online via your Shareview Portfolio which gives up to date information on balances, transactions and dividends paid.

See ‘How do I register for a Shareview Portfolio’ in these FAQs for more information on registering.

Please note that you will need your Shareholder Reference to access this service. This will be included on any personalised documentation EQ have sent you, including dividend confirmations and share certificates. The Shareholder Reference from EQ will be made up of 11 digits. You should quote this Shareholder Reference whenever you contact EQ to speed up the location of your account.

**How do I buy and sell my certificated shares?**

You can buy and sell your certificated shares easily through your Shareview Portfolio using the dealing services provided by Equiniti Financial Services Limited. For further information on these dealing services including rates and charges, terms and conditions etc. please see [www.shareview.co.uk/dealing](http://www.shareview.co.uk/dealing).

You can also buy and sell shares through a financial adviser or stockbroker, bank or building society. Please note the commission charges for buying and selling shares vary between the different organisations.

**How can I arrange for my dividends to be paid directly to my bank account?**

In order to receive your dividends directly into your bank account on dividend payment date, you will need to have provided your bank details. You can provide your UK bank details online via your Shareview Portfolio at[www.shareview.co.uk](http://www.shareview.co.uk/)**.**

Further information on having your dividends paid into your bank account can be found on the ‘Arrange direct dividend payments’ page under Manage My Shares on[www.shareview.co.uk](http://www.shareview.co.uk/)**.**